

Enterprise Incident Report November 2012

As of 12/4/2012

Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Commerce	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Application Support	Derral Sorensen	0 0	2 0	0 0	2 0
		Jason Back	0 0	2 0	0 0	2 0
		Karen Duncan	0 0	2 0	0 0	2 0
		Michele Orrell	0 0	2 1	0 0	2 1
		Mya Taaffe	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	9 2	0 0	9 2
	Capitol Hosting	Joe Benson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Commerce	Enterprise Security	Jed Johnson	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		Eileen Dubach	0 0	1 1	0 0	1 1
		Julie VanBeekum	1 1	11 11	0 0	12 12
		Assigned to Individual Total	1 1	14 14	0 0	15 15
	Metro A Desktop Support	Austin Schultz	0 0	1 0	0 0	1 0
		Nancy Hachmeister	0 0	4 1	0 0	4 1
		Rodney Austin	2 1	34 21	0 0	36 22
		Assigned to Individual Total	2 1	39 22	0 0	41 23
	Metro A Help Desk	Ed Conrad	0 0	14 13	0 0	14 13
		Edward Fortner	0 0	4 4	0 0	4 4
		Liz Evans	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	23 21	0 0	23 21

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			High	Low	Medium	FCR Total
Commerce	Metro A Hosting	Tom Carney	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Network Operations	Jeff Reed	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Luis Larios	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	2 0	0 0	3 0
	Technical Lead/Project Manager	John Stephenson	0 0	1 0	0 0	1 0
		Mart Gardner	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	1 1	2 2
		Assigned to Individual Total	0 0	3 1	1 1	4 2
	Voice Operations	Gail Christiansen	1 0	1 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	1 0	2 1	0 0	3 1

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		High	Low	Medium	FCR Total
Commerce	Assigned Group Total	5	102	1	108
		2	62	1	65
Customer Company Total		5	102	1	108
		2	62	1	65

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Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Commerce	Application Services	Dustin Crump	0 0	2 1	0 0	2 1
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Application Support	Derral Sorensen	0 0	2 2	0 0	2 2
		Jason Back	0 0	2 0	0 0	2 0
		Karen Duncan	0 0	2 0	0 0	2 0
		Michele Orrell	0 0	2 0	0 0	2 0
		Mya Taaffe	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 2	0 0	9 2
	Capitol Hosting	Joe Benson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Commerce

			High	Low	Medium	MIR Total
Commerce	Enterprise Security	Jed Johnson	0	3	0	3
			0	2	0	2
		Assigned to Individual Total	0	3	0	3
			0	2	0	2
	Help Desk	Brenda Treadway	0	2	0	2
			0	1	0	1
		Eileen Dubach	0	1	0	1
			0	0	0	0
		Julie VanBeekum	1	11	0	12
			0	3	0	3
		Assigned to Individual Total	1	14	0	15
			0	4	0	4
	Metro A Desktop Support	Austin Schultz	0	1	0	1
			0	0	0	0
		Nancy Hachmeister	0	4	0	4
			0	0	0	0
		Rodney Austin	2	34	0	36
			0	0	0	0
		Assigned to Individual Total	2	39	0	41
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	14	0	14
			0	1	0	1
		Edward Fortner	0	4	0	4
			0	0	0	0
		Liz Evans	0	5	0	5
			0	0	0	0
		Assigned to Individual Total	0	23	0	23
			0	1	0	1

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Commerce

			High	Low	Medium	MIR Total
Commerce	Metro A Hosting	Tom Carney	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Network Operations	Jeff Reed	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Luis Larios	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	2 0	0 0	3 0
	Technical Lead/Project Manager	John Stephenson	0 0	1 1	0 0	1 1
		Mart Gardner	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	1 1	2 1
		Assigned to Individual Total	0 0	3 1	1 1	4 2
	Voice Operations	Gail Christiansen	1 0	1 1	0 0	2 1
		Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	2 1	0 0	3 1

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Commerce

		High	Low	Medium	MIR Total
Commerce	Assigned Group Total	5 0	102 12	1 1	108 13
Customer Company Total		5 0	102 12	1 1	108 13

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Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Commerce	Application Services	Dustin Crump	0 0.00	2 5.20	0 0.00	2 5.20
		Tony Larsen	0 0.00	1 0.12	0 0.00	1 0.12
		Assigned to Individual Total	0 0.00	3 3.51	0 0.00	3 3.51
	Application Support	Derral Sorensen	0 0.00	2 3.35	0 0.00	2 3.35
		Jason Back	0 0.00	2 0.04	0 0.00	2 0.04
		Karen Duncan	0 0.00	2 0.15	0 0.00	2 0.15
		Michele Orrell	0 0.00	2 0.32	0 0.00	2 0.32
		Mya Taaffe	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	9 0.86	0 0.00	9 0.86
	Capitol Hosting	Joe Benson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

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Commerce

			High	Low	Medium	ATTIR Total
Commerce	Enterprise Security	Jed Johnson	0 0.00	3 7.13	0 0.00	3 7.13
		Assigned to Individual Total	0 0.00	3 7.13	0 0.00	3 7.13
	Help Desk	Brenda Treadway	0 0.00	2 0.71	0 0.00	2 0.71
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	1 0.00	11 10.07	0 0.00	12 9.23
		Assigned to Individual Total	1 0.00	14 8.01	0 0.00	15 7.48
	Metro A Desktop Support	Austin Schultz	0 0.00	1 0.58	0 0.00	1 0.58
		Nancy Hachmeister	0 0.00	4 0.04	0 0.00	4 0.04
		Rodney Austin	2 0.05	34 0.12	0 0.00	36 0.12
		Assigned to Individual Total	2 0.05	39 0.12	0 0.00	41 0.12
	Metro A Help Desk	Ed Conrad	0 0.00	14 0.25	0 0.00	14 0.25
		Edward Fortner	0 0.00	4 0.18	0 0.00	4 0.18
		Liz Evans	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	23 0.18	0 0.00	23 0.18

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Commerce

			High	Low	Medium	ATTIR Total
Commerce	Metro A Hosting	Tom Carney	0 0.00	2 0.15	0 0.00	2 0.15
		Assigned to Individual Total	0 0.00	2 0.15	0 0.00	2 0.15
	Network Operations	Jeff Reed	0 0.00	1 0.79	0 0.00	1 0.79
		Assigned to Individual Total	0 0.00	1 0.79	0 0.00	1 0.79
	Strategic Communications	Dennis Rogers	0 0.00	2 0.32	0 0.00	2 0.32
		Luis Larios	1 0.63	0 0.00	0 0.00	1 0.63
		Assigned to Individual Total	1 0.63	2 0.32	0 0.00	3 0.43
	Technical Lead/Project Manager	John Stephenson	0 0.00	1 9.11	0 0.00	1 9.11
		Mart Gardner	0 0.00	1 0.48	0 0.00	1 0.48
		Martin Gonzalez	0 0.00	1 0.07	1 7.49	2 3.78
		Assigned to Individual Total	0 0.00	3 3.22	1 7.49	4 4.29
	Voice Operations	Gail Christiansen	1 0.21	1 2.69	0 0.00	2 1.45
		Romanza Hamblin Sorensen	0 0.00	1 0.03	0 0.00	1 0.03
		Assigned to Individual Total	1 0.21	2 1.36	0 0.00	3 0.98

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		High	Low	Medium	ATTIR Total
Commerce	Assigned Group Total	5 0.19	102 1.72	1 7.49	108 1.70
Customer Company Total		5 0.19	102 1.72	1 7.49	108 1.70

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Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Commerce	Application Services	Dustin Crump	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Application Support	Derral Sorensen	0 0	2 0	0 0	2 0
		Jason Back	0 0	2 0	0 0	2 0
		Karen Duncan	0 0	2 0	0 0	2 0
		Michele Orrell	0 0	2 0	0 0	2 0
		Mya Taaffe	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Capitol Hosting	Joe Benson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Commerce

			High	Low	Medium	MR Total
Commerce	Enterprise Security	Jed Johnson	0	3	0	3
			0	3	0	3
		Assigned to Individual Total	0	3	0	3
			0	3	0	3
	Help Desk	Brenda Treadway	0	2	0	2
			0	0	0	0
		Eileen Dubach	0	1	0	1
			0	0	0	0
		Julie VanBeekum	1	11	0	12
			0	3	0	3
		Assigned to Individual Total	1	14	0	15
			0	3	0	3
	Metro A Desktop Support	Austin Schultz	0	1	0	1
			0	0	0	0
		Nancy Hachmeister	0	4	0	4
			0	0	0	0
		Rodney Austin	2	34	0	36
			1	0	0	1
		Assigned to Individual Total	2	39	0	41
			1	0	0	1
	Metro A Help Desk	Ed Conrad	0	14	0	14
			0	0	0	0
		Edward Fortner	0	4	0	4
			0	0	0	0
		Liz Evans	0	5	0	5
			0	0	0	0
		Assigned to Individual Total	0	23	0	23
			0	0	0	0

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Commerce

			High	Low	Medium	MR Total
Commerce	Metro A Hosting	Tom Carney	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Network Operations	Jeff Reed	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Strategic Communications	Dennis Rogers	0 0	2 1	0 0	2 1
		Luis Larios	1 1	0 0	0 0	1 1
		Assigned to Individual Total	1 1	2 1	0 0	3 2
	Technical Lead/Project Manager	John Stephenson	0 0	1 1	0 0	1 1
		Mart Gardner	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	1 1	2 1
		Assigned to Individual Total	0 0	3 1	1 1	4 2
	Voice Operations	Gail Christiansen	1 0	1 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	2 0	0 0	3 0

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Commerce

		High	Low	Medium	MR Total
Commerce	Assigned Group Total	5	102	1	108
		2	11	1	14
Customer Company Total		5	102	1	108
		2	11	1	14

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Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Commerce	Application Services	Dustin Crump	0 0.00	2 8.44	0 0.00	2 8.44
		Tony Larsen	0 0.00	1 1.35	0 0.00	1 1.35
		Assigned to Individual Total	0 0.00	3 6.08	0 0.00	3 6.08
	Application Support	Derral Sorensen	0 0.00	2 3.35	0 0.00	2 3.35
		Jason Back	0 0.00	2 0.24	0 0.00	2 0.24
		Karen Duncan	0 0.00	2 0.50	0 0.00	2 0.50
		Michele Orrell	0 0.00	2 1.25	0 0.00	2 1.25
		Mya Taaffe	0 0.00	1 1.54	0 0.00	1 1.54
		Assigned to Individual Total	0 0.00	9 1.36	0 0.00	9 1.36
	Capitol Hosting	Joe Benson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

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			High	Low	Medium	ATTR Total
Commerce	Enterprise Security	Jed Johnson	0 0.00	3 17.62	0 0.00	3 17.62
		Assigned to Individual Total	0 0.00	3 17.62	0 0.00	3 17.62
	Help Desk	Brenda Treadway	0 0.00	2 0.71	0 0.00	2 0.71
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	1 0.00	11 13.62	0 0.00	12 12.49
		Assigned to Individual Total	1 0.00	14 10.81	0 0.00	15 10.09
	Metro A Desktop Support	Austin Schultz	0 0.00	1 0.58	0 0.00	1 0.58
		Nancy Hachmeister	0 0.00	4 0.14	0 0.00	4 0.14
		Rodney Austin	2 1.84	34 0.49	0 0.00	36 0.56
		Assigned to Individual Total	2 1.84	39 0.45	0 0.00	41 0.52
	Metro A Help Desk	Ed Conrad	0 0.00	14 0.37	0 0.00	14 0.37
		Edward Fortner	0 0.00	4 0.18	0 0.00	4 0.18
		Liz Evans	0 0.00	5 0.03	0 0.00	5 0.03
		Assigned to Individual Total	0 0.00	23 0.27	0 0.00	23 0.27

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Commerce

			High	Low	Medium	ATTR Total
Commerce	Metro A Hosting	Tom Carney	0 0.00	2 0.82	0 0.00	2 0.82
		Assigned to Individual Total	0 0.00	2 0.82	0 0.00	2 0.82
	Network Operations	Jeff Reed	0 0.00	1 33.39	0 0.00	1 33.39
		Assigned to Individual Total	0 0.00	1 33.39	0 0.00	1 33.39
	Strategic Communications	Dennis Rogers	0 0.00	2 5.96	0 0.00	2 5.96
		Luis Larios	1 121.55	0 0.00	0 0.00	1 121.55
		Assigned to Individual Total	1 121.55	2 5.96	0 0.00	3 44.49
	Technical Lead/Project Manager	John Stephenson	0 0.00	1 12.79	0 0.00	1 12.79
		Mart Gardner	0 0.00	1 1.23	0 0.00	1 1.23
		Martin Gonzalez	0 0.00	1 0.82	1 7.51	2 4.16
		Assigned to Individual Total	0 0.00	3 4.95	1 7.51	4 5.59
	Voice Operations	Gail Christiansen	1 0.71	1 2.69	0 0.00	2 1.70
		Romanza Hamblin Sorensen	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	1 0.71	2 1.46	0 0.00	3 1.21

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		High	Low	Medium	ATTR Total
Commerce	Assigned Group Total	5 25.19	102 3.23	1 7.51	108 4.30
Customer Company Total		5 25.19	102 3.23	1 7.51	108 4.30

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Detail

INC000000568052	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Resolved	TTR Missed: No	1.54
INC000000594073	Jody Colvin	EIS Hardware	Printer	None		TIR Missed: No	0.38
	Strategic Communications	Dennis Rogers	Commerce	Low	Closed	TTR Missed: No	4.96
INC000000599795	Janeen Steer	Application	Error	Content Manager - Centralized		TIR Missed: No	0.61
	Application Support	Michele Orrell	Commerce	Low	Resolved	TTR Missed: No	2.45
INC000000600979	Marvin Everett	EIS Hardware	Printer	None		TIR Missed: No	0.27
	Strategic Communications	Dennis Rogers	Commerce	Low	Closed	TTR Missed: Yes	6.95
INC000000600996	Michele Beck	Telecom	Feature	Telephone		TIR Missed: No	0.21
	Voice Operations	Gail Christiansen	Commerce	High	Closed	TTR Missed: No	0.71
INC000000601455	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Joe Benson	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000601551	Darlene Congrove	Application	None	Internet Explorer		TIR Missed: No	0.36
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.36
INC000000601665	Bryson Brey	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.89
INC000000601691	Shauna Dewolf	Application	Reporting	Novell GroupWise		TIR Missed: No	0.12
	Application Services	Tony Larsen	Commerce	Low	Closed	TTR Missed: No	1.35
INC000000602148	Mark Steinagel	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	High	Closed	TTR Missed: No	0.00
INC000000602779	Heidie George	Application	None	Gmail		TIR Missed: No	0.07
	Technical Lead/Project Manager	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: No	0.82
INC000000602815	Amber Cooper	PC/Laptop	Performance	Novell eDirectory		TIR Missed: No	0.12
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.62
INC000000602823	Joyce McStotts	Network	Password	Novell eDirectory		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.10
INC000000602856	Sandra Garside	Application	Error	JavaPC		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.52
INC000000602878	Yvonne King	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.47
INC000000602957	Barbara Waters	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00

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INC000000603033	Barbara Waters	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000603338	Jennie Jonsson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.06
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.06
INC000000603344	Heidie George	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000603485	Chad Beck	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000603538	Susan Higgs	Application	None	Novell eDirectory	TIR Missed: No	0.30
Metro A Hosting	Tom Carney	Commerce	Low	Closed	TTR Missed: No	0.81
INC000000603616	Deanna Aguilera	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000603850	Maxine McBurnett	None	None	None	TIR Missed: No	0.10
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.10
INC000000603860	Barbara Waters	Application	Password	Content Manager	TIR Missed: No	0.00
Application Support	Jason Back	Commerce	Low	Closed	TTR Missed: No	0.24
INC000000604007	Maxine McBurnett	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000604078	Shirlene Kimball	Telecom	Voice Mail	Telephone	TIR Missed: No	0.03
Voice Operations	Romanza Hamblin Sorensen	Commerce	Low	Closed	TTR Missed: No	0.23
INC000000604182	Jim Wright	PC/Laptop	Performance	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000604285	Lee Avery	Application	None	Gmail	TIR Missed: No	0.11
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.11
INC000000604641	Laurie Neff	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.05
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.05
INC000000604644	Ryan Warner	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.03
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.03
INC000000604645	Mark Steinagel	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000604650	Missie Stoffel	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.04
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.04
INC000000604653	Daniel L. Briggs	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.02
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.02

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INC000000604705	Sally Stewart	PC/Laptop	None	None		TIR Missed: No	0.51
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.51
INC000000604974	Rebekah Conner	EIS Hardware	None	None		TIR Missed: No	0.63
	Strategic Communications	Luis Larios	Commerce	High	Closed	TTR Missed: Yes	121.55
INC000000604977	Tiffeni Wall	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	2.27
INC000000605512	Heidie George	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000605628	Peter Anjewierden	Network	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.12
INC000000605730	Joni Zenger	Application	Error	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.36
INC000000605753	Lodule Lubanga	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.42
INC000000605784	Jody Colvin	Application	Error	Novell GroupWise		TIR Missed: No	0.48
	Technical Lead/Project Manager	Mart Gardner	Commerce	Low	Resolved	TTR Missed: No	1.23
INC000000605854	Debra Troxel	Telecom	None	None		TIR Missed: Yes	2.69
	Voice Operations	Gail Christiansen	Commerce	Low	Closed	TTR Missed: No	2.69
INC000000605876	Craig Livingston	Application	None	Utah Master Directory		TIR Missed: No	0.08
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.08
INC000000606247	Mary Ester Allers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	
INC000000606313	Dee Thorell	Application	Error	Gmail		TIR Missed: Yes	27.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: Yes	29.32
INC000000606432	Louise McMillian	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000606544	April Ellis	Application	Password	Utah Master Directory		TIR Missed: No	0.09
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	1.24
INC000000606812	Cyndy Nelson	Application	None	Time Management		TIR Missed: No	0.74
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.74
INC000000606843	Danny Martinez	None	None	None		TIR Missed: No	0.58
	Metro A Desktop Support	Austin Schultz	Commerce	Low	Closed	TTR Missed: No	0.58
INC000000606886	Bela Vastag	Application	None	Gmail		TIR Missed: No	0.40
	Application Services	Dustin Crump	Commerce	Low	Closed	TTR Missed: Yes	6.75

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INC000000607131	Charles Walton	Application	Password	Utah Master Directory	TIR Missed: Yes	3.27
	Metro A Help Desk	Ed Conrad	Commerce	Low Closed	TTR Missed: No	3.33
INC000000607176	Joni Zenger	None	None	None	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Commerce	Low Closed	TTR Missed: No	0.83
INC000000607629	Louise McMillian	Application	Password	License Enforcement System	TIR Missed: No	0.00
	Application Support	Karen Duncan	Commerce	Low Closed	TTR Missed: No	0.70
INC000000607638	John Crawford	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low Closed	TTR Missed: No	0.13
INC000000607966	Dennis Miller	None	None	Gmail	TIR Missed: Yes	9.11
	Technical Lead/Project Manager	John Stephenson	Commerce	Low Resolved	TTR Missed: Yes	12.79
INC000000608058	Marialie Martinez	Application	None	Gmail	TIR Missed: Yes	13.03
	Enterprise Security	Jed Johnson	Commerce	Low Closed	TTR Missed: Yes	18.04
INC000000608091	Tom Brady	Application	Error	Gmail	TIR Missed: Yes	10.01
	Application Services	Dustin Crump	Commerce	Low Closed	TTR Missed: Yes	10.13
INC000000608222	John Crawford	PC/Laptop	Error	None	TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.19
INC000000608239	Maxine McBurnett	PC/Laptop	Virus	Microsoft Windows 7	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.10
INC000000608327	Denise Moss	Application	Password	Utah Master Directory	TIR Missed: Yes	1.15
	Help Desk	Brenda Treadway	Commerce	Low Closed	TTR Missed: No	1.15
INC000000608777	Masuda Medcalf	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.03
INC000000608843	Adam Watson	PC/Laptop	Performance	None	TIR Missed: No	0.12
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.12
INC000000609111	Brent Bateman	None	None	None	TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	High Closed	TTR Missed: No	0.56
INC000000609862	Dennis Miller	None	None	Gmail	TIR Missed: Yes	8.26
	Enterprise Security	Jed Johnson	Commerce	Low Closed	TTR Missed: Yes	11.79
INC000000609978	David B Taylor	Application	None	Gmail	TIR Missed: No	0.09
	Enterprise Security	Jed Johnson	Commerce	Low Resolved	TTR Missed: Yes	23.02
INC000000610269	Shauna Benvegna-Spring	None	None	None	TIR Missed: No	0.36
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	1.41
INC000000610469	David B Taylor	Application	None	Gmail	TIR Missed: Yes	36.00
	Help Desk	Julie VanBeekum	Commerce	Low Resolved	TTR Missed: Yes	60.94

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INC000000610550	John Crawford	PC/Laptop	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.04
INC000000610554	Alice Hatfield	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.04
INC000000610585	Maria Bishop	None	None	None		TIR Missed: No	0.79
	Network Operations	Jeff Reed	Commerce	Low	Resolved	TTR Missed: Yes	33.39
INC000000610617	Bela Vastag	None	None	None		TIR Missed: No	0.50
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.50
INC000000610730	Maxine McBurnett	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000610939	Chenille Hutto	Application	Error	Internet Explorer		TIR Missed: No	0.06
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.85
INC000000611458	Shauna Dewolf	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.12
INC000000611559	Carol Inglesby	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.23
INC000000611633	Jeanine Rudd	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000611653	Dennis Miller	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.04
INC000000611765	Jeanine Rudd	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.28
INC000000611774	Valarie Stewart	Application	None	Internet Explorer		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.10
INC000000611834	David B Taylor	None	None	None		TIR Missed: No	0.27
	Help Desk	Brenda Treadway	Commerce	Low	Closed	TTR Missed: No	0.27
INC000000612002	Christy Daskalakis	None	None	Gmail		TIR Missed: Yes	47.55
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: Yes	53.88
INC000000612288	Joyce McStotts	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.02
INC000000612541	April Ellis	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.11
INC000000612941	Mary Price	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.67

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INC000000613012	Amber Cooper Metro A Help Desk	Application Edward Fortner	Error Commerce	Electronic Rules Filing Low	TIR Missed: No TTR Missed: No	0.13 0.13
INC000000613053	Julie Price Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.13 1.63
INC000000613704	David Thomson Metro A Desktop Support	None Nancy Hachmeister	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.00 0.33
INC000000613728	Sharon Smalley Application Support	Application Derral Sorensen	Error Commerce	License Enforcement System Low	TIR Missed: Yes TTR Missed: No	5.39 5.39
INC000000613969	Shirlene Kimball Metro A Help Desk	Network Ed Conrad	Password Commerce	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614316	Alan Peters Help Desk	Application Julie VanBeekum	None Commerce	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614388	Jeff Draper Metro A Help Desk	Network Liz Evans	Password Commerce	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614400	Jan Buchi Metro A Help Desk	Application Edward Fortner	Password Commerce	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.60 0.60
INC000000614455	Jeff Draper Application Support	None Derral Sorensen	None Commerce	None Low	TIR Missed: Yes TTR Missed: No	1.32 1.32
INC000000614506	Shauna Dewolf Technical Lead/Project Manager	Application Martin Gonzalez	None Commerce	Gmail Medium	TIR Missed: Yes TTR Missed: Yes	7.49 7.51
INC000000614552	Traci Gundersen Metro A Desktop Support	Network Rodney Austin	None Commerce	None High	TIR Missed: No TTR Missed: Yes	0.04 3.11
INC000000614741	Lodule Lubanga Metro A Help Desk	Application Ed Conrad	None Commerce	Gmail Low	TIR Missed: No TTR Missed: No	0.20 0.20
INC000000615255	Lauree Larson Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Error Commerce	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000615334	Shirlene Kimball Metro A Desktop Support	Network Rodney Austin	Password Commerce	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000615342	Lauree Larson Application Support	None Michele Orrell	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.04 0.04
INC000000615514	Tiffeni Wall Help Desk	Application Julie VanBeekum	Error Commerce	Gmail Low	TIR Missed: No TTR Missed: No	0.00 4.42
INC000000615542	Mark Long Metro A Help Desk	None Edward Fortner	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000615861	David Kester	Network	Error	None		TIR Missed: No	0.24
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.24
INC000000616079	Anthony Carrillo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000616186	Alice Hatfield	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.06
INC000000616199	Louise McMillian	None	None	None		TIR Missed: No	0.08
	Application Support	Jason Back	Commerce	Low	Resolved	TTR Missed: No	0.25
INC000000616203	Alice Hatfield	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.09
INC000000616248	Cyndy Nelson	None	None	None		TIR Missed: No	0.30
	Application Support	Karen Duncan	Commerce	Low	Resolved	TTR Missed: No	0.30
INC000000617908	Connie Call	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.13